

## *Charter*

In The Place to Work Charter we (the Alliance Homes Group) make commitments to staff and in return expect staff to make similar commitments. We believe these commitments create ***The Place to Work***.

We care about the people in our community which includes our staff. We are committed to going above and beyond in the way we develop, support and motivate our staff to enable improvement in the service provided to our communities.

We want our staff to be committed to making a difference to the lives of our tenants and the wider community, willing to go above and beyond in service delivery, whatever role they do, at whatever level within the Group.

Our values define who we are and shape the behaviours our customers and partners can always expect from us.

## *The Group*

- A strategy for improving the performance of the Group is clearly defined and understood.
- A clear and fair reward and recognition strategy which is externally benchmarked.
- Learning and development needs, plans and resources are in place linked to achieving the Group's objectives.
- Strategies for managing people are designed to promote equality of opportunity in the development of the Group's people
- Capabilities managers need to lead, manage and develop people effectively are clearly defined and understood.
- Investment in people and how this has improved the performance of the Group is evaluated.
- Improvements are continually made to the way people are managed and developed.

## *Staff*

- Work together and understand how your contribution makes a positive difference to the Group's objectives.
- Understand what your manager should be doing to lead, manage and develop your team effectively.
- Take responsibility and ownership, and contribute to decision-making.
- Take responsibility for your own learning and development in conjunction with your manager.
- Share knowledge and information across the Group.
- Understand and value that people bring different skills and experiences to a role.
- Understand how the Group's investment in people has improved its performance.
- Be committed to identifying constructive improvements to the way you are managed and developed.

## *Joint*

Non-negotiable behaviours:

- Take responsibility and ownership. Don't just talk about it, do it.
- Challenge unacceptable behaviours and be open to challenge.
- Have 100% confidence in colleagues and yourself.
- Be consistent, reliable and honest.
- Treat all people with compassion and as individuals.
- Be polite, saying thank you can make a massive difference.
- Choose a can-do, positive attitude and smile.



*Respect . Integrity . Transformation . Excellence*